



## *Frequently asked Questions*

1. Who or What is Network 21?

Network 21 International provides complete “turnkey business support solutions” for Amway Independent Business Owners from meetings and function production including education, recognition and motivation to web applications and multi-media products designed to aid you in building a profitable Amway business. All with the assurance of local expertise and corporate management oversight

2. Who or What is Amway?

Amway is more than an income opportunity or a company with products. It is about giving people control of their lives, it is about connecting people who have the same goals and aspirations, it is about acknowledging people for their achievements. Amway is about giving people the opportunity to a better way of life. Amway offers world class products, global networks and the latest trends in business. There are no special skills required to operate your Amway Business, the only thing you need is commitment.

3. What is an ABO?

A.B.O is an acronym for Amway Business Owner. Any person 18 years and older with a minimal capital outlay can be signed up as an Amway Business Owner.

4. What is a frontline / Sponsor and the different recognition levels recognised by N21?

N21 Frontline: An ABO becomes a N21 Frontline when they reach the Platinum level in the Amway business (qualification is as follows :-qualified as a Silver Producer for 6 months in a fiscal year- 3 months must be consecutive). Once an ABO becomes a frontline N21 provides them with reports and stats for their group which will assist them in building their businesses to the next level.

Sponsor: The person who has introduced someone to the business another term for this is upline.

Pace Setter:

\*100 personal PV (Points Value)

\*Personally on the continuing Education Program

\* Personally introduced 2 ABO's to be completed in 30 days

Leaders Club:

\* 9, 12, 15 or 18 % group PV (Points value)

\*Core

\*15+ ABO's across 3 teams

\* 5+ personally introduced

\* 5+ CEP in team

Executive Leaders Club:

\*15% or 18% Group PV (Points value)

\* Core

\* 10+ personally introduced

\*20+ CEP in team

\*50+ Total ABO's in group

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\* 2 teams developed with a minimum of 1 leaders club in each team

Silver Producer:

\*10000 Group PV (Points value)

\*Personally added 20 people

\*Group size 150+

\*45 on CEP / 60 BBS Tickets / 45 WES Tickets

Silver Plus:

\*Qualified Silver Producer for 2 months in a fiscal year

Gold Producer:

\*Qualified silver producer for 3 months in a fiscal year

Platinum:

\*Qualified Silver producer for 6 months in a fiscal year (3 months must be consecutive)

Founders Platinum:

\*Qualified Platinum for 12 months in the fiscal year

Executive Platinum:

\*Qualified platinum with 3 Executive Leaders Club legs (in the same month)

Ruby:

\*Qualified platinum with 20 000+ personal group PV (Points value)

Executive Ruby:

\*Qualified Executive Platinum with 20 000+ Personal Group PV

Sapphire:

2 Qualified Silver producer legs with additional 4000 PV for 6 months in the fiscal year

Emerald:

\*3 x 21% qualified legs for a 6 month period in a fiscal year.

Diamond:

\*6 x 21% qualified legs for a 6 month period in a fiscal year.

5. What is an open plan?

The purpose of an open plan is to provide a forum for ABO's to introduce new prospects to the Amway plan & to expose them to the various Business Support Material products available to help them in growing their business

6. What is a BBS?

B.B.S. is an acronym for Business Building Seminar. In between the major functions (WES) Network 21 puts on monthly seminars to help ABO's at all levels in the business sustain their momentum and sharpen their skills. The content of the BBS is teaching, cutting edge knowledge on the specific action steps you can take, being taught by people who have achieved significant levels in the business and recognition – a show case of the diverse spectrum of people who are taking advantage of this amazing system

7. What is a WES?

W.E.S. is an acronym for Weekend Seminar. Network 21 holds three of these major events every year, by attending these events you can keep totally up to date with the very latest developments. These events are extremely informative and inspirational with highly respected speakers from all over the world. Some of the speakers are very successful ABO's passing on their knowledge and experience.

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Others are high achievers from the world of sports, entertainment and business who share lessons, insights and techniques they have learned on their way to the top.

8. What is BSM?

B.S.M. is an acronym for Business Support Material. All training systems, whether in an academic situation or a commercial one, use a number of different channels to deliver the information. The Network 21 system is no different it utilizes a number of different media. Each type of media fulfils a different niche in the N21 system. The elements are designed to fully complement each other.

9. What is and who qualifies for BBS tickets and BSM on consignment

9.1 ABO's that have reached the Platinum Level (refer to point 4) and above in the Business qualify for BBS tickets and BSM Stock on consignment

9.2 Tickets on consignment is an allocation of tickets given to ABO's that qualify, this enables the platinum to have tickets on hand to sell to new prospects. These tickets have to be reconciled with N21 within 5 working days after the BBS.

9.3 BSM Consignment Stock is Business Support Material given to ABO's that qualify to have on hand when they run their various LOS meetings, stock needs to be reconciled within 5 working days after they have received the stock.

10. What is CEP?

C.E.P. is an acronym for Continuing Education Program, which is our monthly subscription training program.

Our training program has evolved based on the experience of working with tens of thousands of business owners in over 35 countries around the world. The principles are based upon decades of training and mentoring in leadership development and observing the success principles most effective for long term results

11. What is the N21 Cancellation / Refund / Exchange Policy?

N21 Cancellation Policy: The Continuing Education Program agreement shall remain in force until cancelled, by the Purchaser directly to Network 21, in writing, with 20 working days notice being given.

Refund Policy: Network Twenty One offers all its new clients (ABO) a "cooling off period" (90 days from the date of registration with N21) this entitles the ABO to try the N21 products and should they then decide not to continue with Network Twenty One they are able to return the goods. All products returned for a credit are subject to a 10 % handling fee

Exchange Policy: Network 21 will exchange any defective goods or goods of an inferior quality within a 6 month period (180 days) from the date of purchase, barring gross negligence on the part of the consumer

12. What is Network of Caring?

Network of Caring is a significance movement whose mission is to bring together those with the need for help and those with the need to help, that both may experience significance. Their process is to unite and inspire a network of caring friends to serve those in need and they invite you to experience significance by partnering with the Network of Caring family so that we can change the lives of others.

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13. How can I get a list of CEP in my LOS?

When you reach the Platinum level, a list of ABO's in your business is obtained from Amway and sent through to Network 21. Once received N21 will change the frontline information as per the list received. The newly qualified platinum is now able to receive various reports from Network 21 with stats and info about their business which will help them grow their business to next level.

14. What is LOS?

L.O.S is an acronym for line of sponsorship

15. What are the different debit and cut off dates?

Cycle 1: Debit the 1<sup>st</sup> working day of the month, cut off is the 20<sup>th</sup> of the previous month, dispatch is pulled on the 5<sup>th</sup> of the month and the ABO can expect delivery by the 20<sup>th</sup> of the month.

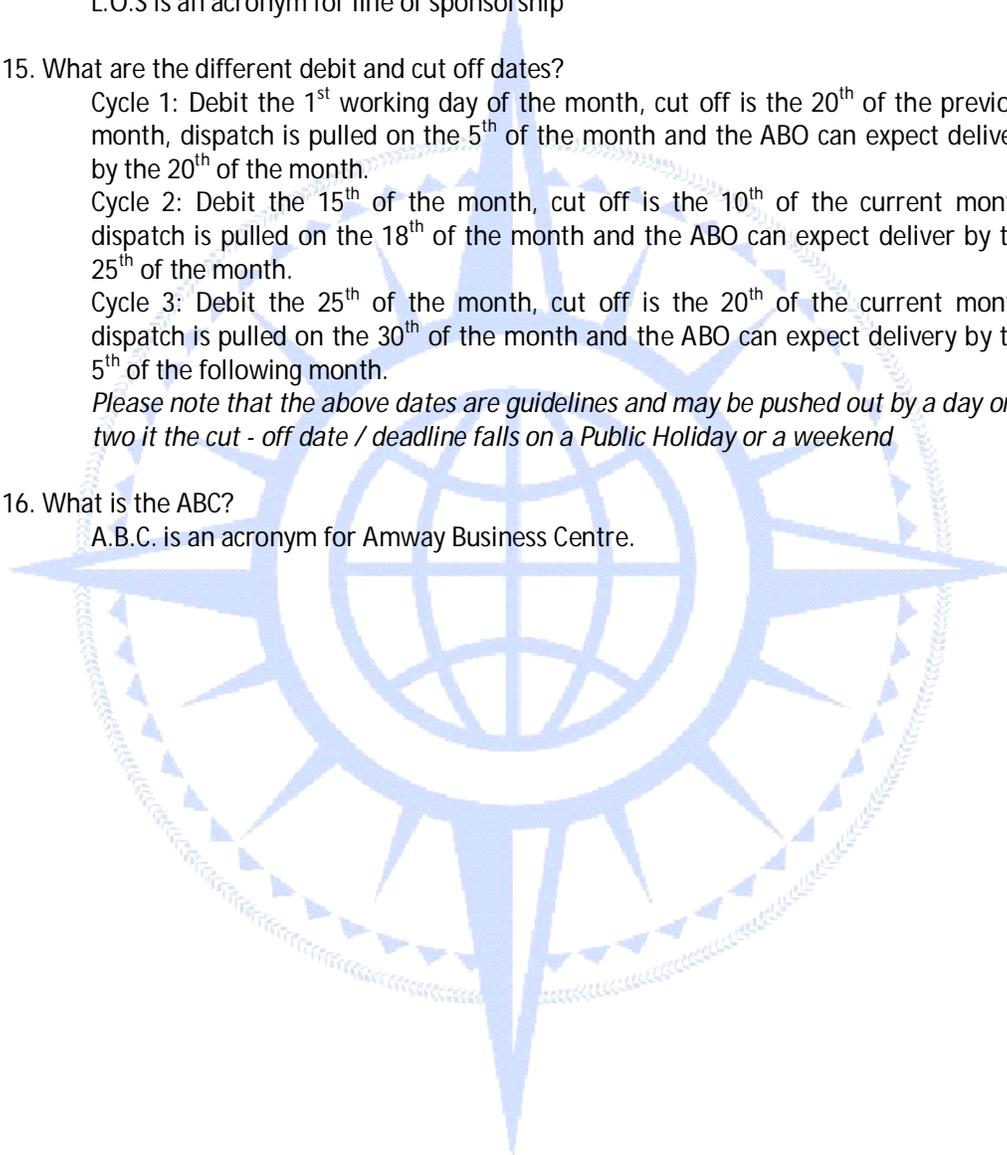
Cycle 2: Debit the 15<sup>th</sup> of the month, cut off is the 10<sup>th</sup> of the current month, dispatch is pulled on the 18<sup>th</sup> of the month and the ABO can expect deliver by the 25<sup>th</sup> of the month.

Cycle 3: Debit the 25<sup>th</sup> of the month, cut off is the 20<sup>th</sup> of the current month, dispatch is pulled on the 30<sup>th</sup> of the month and the ABO can expect delivery by the 5<sup>th</sup> of the following month.

*Please note that the above dates are guidelines and may be pushed out by a day or two if the cut - off date / deadline falls on a Public Holiday or a weekend*

16. What is the ABC?

A.B.C. is an acronym for Amway Business Centre.



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